

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT Manager Sr. supporting Storage and Enterprise Backup Systems

Job Summary: Reports to the Executive Director for Data Center Operations within Strategic Technology Solutions, is responsible for leading a team of IT professionals who will focus on providing IT offerings for the Storage and Enterprise Backup Systems within the State of Tennessee.

Responsibilities:

- Oversee staff performing Storage and Enterprise Backup functions within the Data Center environment.
- Ensure backups and archives are protected, and completed timely and accurately.
- Lead multiple projects to completion by providing resources needed to make the projects a success.
- Maintain server inventory, patch schedules, and ensure servers are compliant.
- Update and make recommendations to upper management on purchases.
- Maintain, assign and document day to day policies and procedures for the teams.
- Keeps up to date with trending numbers and provides management quarterly reports for capacity.
- Customer Service focused with an eye on technology.
- Responsible for maintaining the systems that run the majority of the critical applications for the State.
- Review software components to ensure they meet defined applications, specifications and features needed for the organization.
- Experience with financial responsibility around budgeting and spending.
- Track tickets, purchases and progress for assigned technology areas.
- Enhance product effectiveness and efficiencies by maintaining the teams of the technology systems.
- Understand newly developed technologies, their scope and limitations, and where they can fit into the overall product suite and future goals of the organization.

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Five years of experience in Storage and Enterprise Backup.
- 3+ years of experience in a management position with five or more direct reports.
- Ability to manage different technology teams in a 24/7/365 environment.
- Field experience with multiple vendors.
- Must be familiar with a variety of the IT concepts, best practices, and procedures.
- Demonstrated experience cultivating relationships with internal and external customers.
- Must demonstrate a proven track record of exhibiting strong leadership, vision, and the ability to develop clear technology paths.
- Strong learning agility and comfort within a fast paced environment and customer facing role with changing criteria based on business needs.
- Strong P&L mind set.
- Communication skills specifically in times of high stress situations.
- Demonstrate a proven track record of exhibiting strong leadership, vision, and the ability to drive to clear goals and outcomes.
- Ability to perform in a high stakes environment.
- Ability to define problems, gather data, establish facts, and draw valid conclusions.
- Proactively and continually improve your level of knowledge about state business and relevant technologies.
- Able to demonstrate ability to take ownership of technical issues brought forward by internal and external customers. If unable to resolve certain issues, must demonstrate a willingness to actively engage other support teams to drive it to resolution.
- Ability to create and deliver presentations to peers and leaders at an executive level.

Preferred Qualifications:

- Prior Data Center and Storage/Enterprise Backup experience is a plus.
- Prior ServiceNow experience is a plus.
- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT Manager Sr. supporting Storage and Enterprise Backup Systems

- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.